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Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Re: Application No: 10/741,797      Examiner: Rexford N. Barnie  
Applicant(s): Thomas E. Creamer, Peeyush  
Jaiswal, Victor S. Moore and Scott  
L. Winters  
Filing Date: 12/19/2003  
Entitled: SUBSCRIBER SERVICE MANAGEMENT  
Attorney Docket No. BOC920030111US1 (1082-15U)

Certificate of Mailing (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is being deposited with the United States Postal Service Post Office as first-class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date set forth below.

April 25, 2005

Peggy Shock

Date of Signature and Mail Deposit

Name of Person Signing

Signature

Sir:

Transmitted herewith is a Reply to the Office Action mailed January 25, 2005.

The following checked items are applicable:

\_\_\_\_\_ sheets of formal drawings, FIGS. \_\_\_\_\_ .

A Terminal Disclaimer to Obviate a Double Patenting Rejection Over a Prior Patent is herewith enclosed, as well as the small-entity terminal disclaimer fee of \$65.00.

A Petition for Extension of Time and the small-entity extension fee of \$60.00 for filing a response within the first month is herewith enclosed.

Copy of Notice of Change of Correspondence Address is enclosed.

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent: 3	13	0	x \$ 200.00 =	\$ 0
Total: 13	3	0	x \$ 50.00 =	\$ 0
Multiple Dependent Claims (1st presentation)			+ \$ 360.00=	\$ 0
		SUBTOTAL ADDITIONAL FEE		\$ 0
Small Entity filing, divide by 2.				\$ 0
		TOTAL ADDITIONAL FEE		\$ 0

The fee has been calculated above; enclosed is a check in the amount of \$

A self-addressed, stamped postcard for verification and receipt is enclosed.

The Commissioner is hereby authorized to credit overpayments or charge payment of any additional fees associated with this communication to Deposit Account No. 502104.

Date: April 25, 2005

\_\_\_\_\_  
Attorney of Record: Steven M. Greenberg  
Registration No: 44,725  
Customer No.: 46322

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PATENT

Certificate of Mailing (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date set forth below.

Peggy Shock  
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A handwritten signature of "Peggy Shock".

April 25, 2005  
Date of Deposit

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial Number: 10/741,797

Filing Date: 12/19/2003

Applicant(s): Thomas E. Creamer, et al

Entitled: SUBSCRIBER SERVICE MANAGEMENT

Examiner: Barnie, Rexford N.

Group Art Unit: 2643

Attorney Docket No.: BOC920030111US1 (1082-15U)

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Mail Stop Amendment  
Commissioner For Patents  
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**AMENDMENT**

Sir:

In response to the Non-Final Official Action mailed January 25, 2005, Applicants hereby submit the following remarks and request for reconsideration.